

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 04-0689

ORIGINAL

Regarding a complaint by (Person making the complaint): Essex Telcom, Inc (Greg Musgrove)

Against (Utility name): Illinois Bell Telephone Company

As to (Reason for complaint) dispute billing start date for a T1 circuit

in Sterling Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2 E 3rd St, Sterling, IL 61081

The service address that I am complaining about is 2 E 3rd St, Sterling, IL 61081

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 380-4283

(Full name of utility company) Illinois Bell Telephone Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Interconnection Agreement between Ameritech Illinois
and Essex Telcom dated January 14, 1997. Section XXVIII.2.4

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached

Please clearly state what you want the Commission to do in this case: Require SBC to correct
billing errors + issue refund

Date: 11-02-04
(Month, day, year)

Complainant's Signature Greg Musgrove

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Greg Musgrove, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Greg Musgrove

Subscribed and sworn/affirmed to before me on (month, day, year) 11/02/04

Charles C. Musgrove
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Essex Telcom Formal Complaint

SBC billed for a T1 circuit before the trunks on that circuit were turned up and tested by SBC. The T1 was ordered to deliver Essex 9-1-1 traffic to the SBC selective router. SBC requires dedicated circuits/trunks to carry 9-1-1 calls.

On 10/19/00, Essex submitted ASR PON 1007A to order the T1. Circuit 8001.T1ZF.STNGILBBW00.STNGILSI started billing from 12/27/00 on BAN 217 S67-5785 785.

Essex did not submit an ASR to order the two 9-1-1 trunks. We submitted a Trunk Group Request to Mike Cansler, the SBC 9-1-1 Implementation Manager, on 08/24/00. This same trunk Group Request was sent to Dan Dernulc on 05/21/02. Dan replaced Mike. Two trunks started billing from 01/02/03 on BAN G67-7722 722.

On 03/19/03, Trunks were tested and accepted. Email from Lisa Bauknecht dated 03/25/03 confirmed testing. (See attached email)

On 07/10/03, Essex submitted billing claim BC03-009. Circuit 8001.T1ZF.STNGILBBW00.STNGILSI was billed from 12/27/00. SBC turned up the trunks on 03/19/03. Refund all payments for service before 03/19/03.

On 05/26/04, we received an email from Michael Slater, the SBC Access Service Center Billing Manager. He explained his reasons for denying the claim. (See attached email)

On 07/02/04 we mailed two letters to SBC stating our desire to invoke the ICA billing dispute resolution process.

On 07/14/04 we received an email from Ken Gray, our SBC Local Account Manager. The dispute resolution process in our ICA does not apply to Access facilities. (See attached letter)

Essex Telcom requests a refund of \$14,839.85 for the circuit charges billed before the 03/19/03 turn up and test date.